## April 21, 2005

### Bank of America announces address change for Government remittance

Effective May 1, 2005, Bank of America will require that all payments for both individually billed accounts (IBA) and centrally billed accounts (CBA) be sent to a new address. This address will appear on cardholder statements and agency invoices as follows:

For Government remittance (located in Los Angeles):
**Bank of America**
**PO Box 60075**
**City of Industry, CA  91716-0075**

For sending overnight:
**Bank of America #60075**
**C/O REMITCO**
**2525 Corporate Park, 2nd Floor**
**Monterey Park, CA  91754**

Payments made by cardholders through an online bill pay service will need to include the new address to ensure payment is received by the due date. **Payments made by cardholders through bankofamerica.com or through the online bill pay service, MyEasyPayment.com, will not require any changes.**

### Enhanced EAGLS functionality allows users to reset their own passcodes

This is a reminder that on April 23, 2005, EAGLS functionality is being enhanced to allow users to reset their own passcode, in the event they have forgotten their current passcode. This improvement is designed to save time and provide greater convenience to EAGLS users.

**How it works**
- When you log on to EAGLS, you will see a pop-up box, asking if you would like to enable the passcode reset functionality.
- You may choose Yes, No or Remind Me Later. Note: If you click on No and later decide to enable the functionality, you may do so by clicking on the Home tab and choosing Automated Passcode Reset.
- If the you click Yes, you are required to answer any six of the 36 questions provided. Example questions include:  What is your favorite hobby?  What hospital were you born at?  Etc.  The answers to these questions will be encrypted for security purposes and will not be viewable to anyone internally or externally.
- Once the profile is set up, click on the Passcode Reset link on the sign in screen.
- Then answer the three questions (randomly chosen from the six you set up initially) and choose a new passcode.  Note:  Passcodes are still required to have eight characters with a least one numeric character.  The numeric character cannot be the first character of the passcode.

**Other notes**
- This passcode reset functionality is different from and requires a different process (as explained above) than the optional change passcode functionality, which applies to users that know their passcodes and simply want to change them.  The optional passcode reset process has not changed.
- Users with pop-up blockers enabled on their computers will NOT be able to take advantage of the new passcode reset functionality.